

SDU RFP Glossary Terms and Definitions

| Term | Definition |
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| Access | The ability of a person or process to view, change, or communicate with an object. |
| Access Control | The ability to grant or deny to a user permission to access all or part of a data resource. |
| Accountability | A protection principle stating that individuals must be able to be identified. With accountability, violations or attempted violations can be traced to individuals who can be held responsible for their actions. |
| Action Transmittal | Instructions from the Administration for Children and Families to the State child support programs on the actions they must take to comply with new and amended federal laws. Has basis in Federal law and regulation. |
| Activity | A major unit of work to be completed in achieving the objectives of the project. An activity has precise starting and ending dates, incorporates a set of tasks to be completed, consumes resources, and results in work products. An activity may contain other activities in a hierarchical manner. |
| Administration for Children and Families (ACF) | The federal agency which administers the child support program nationally. ACF is a division in the Department of Health and Human Services (DHHS) that houses the Office of Child Support Enforcement (OCSE). |
| Administrative Requirements | Requirements that pertain to doing business with the State of California or the federal government; e.g., compliance with the Americans with Disabilities Act. |
| Agent | The Executive Officer of the Franchise Tax Board and its duly authorized representative(s). |

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| Audit | An independent examination of financial accounting and controls, performance, quality or a work product or set of work products to assess compliance with specifications, standards, contractual agreements, or other criteria. |
| Audit Trail | The chronological set of records that provides evidence of activity. These records can be used to reconstruct, review, and examine transactions from inception to completion of a work product or set of work products. |
| Authentication | The process of proving that an individual is who he/she claims to be. Authentication is a measure used to verify the identity of an individual and the availability of that person to access certain information. |
| Authorization | The granting of privileges to an individual, a program, or a process. The process of determining whether a user is allowed access to a data resource. |
| Availability | The degree to which a system or component is operational and accessible when required for use and often expressed as a probability. See also: fault tolerance. |
| Backup | A system, component, or file available to replace or help restore a primary item in the event of a failure or externally caused disaster; copying of data to a medium from which the data can be restored if the original is destroyed or compromised. |
| Batch Processing | The running of a batch file; a stored group or "batch" of operating system commands carried out sequentially without user intervention. Batch processing also refers to the process of storing transactions for a period of time before they are posted to a master file, typically in a separate operation undertaken at night. |

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| Best Practices | 1) A systematic process for evaluating the products, services, and work processes of organizations that are recognized as representing good working models for promoting organizational improvement. 2)The repeatable disciplines and methodologies adopted within the private and public sectors for successful information system endeavors. |
| Best Value Evaluation | The evaluation process that seeks to identify the best value solution to the State rather than only the lowest cost solution. This is achieved through an objective method that critically reviews and competitively scores solutions based upon the merits. |
| Bidder | The term for a Qualified Business Partner that has submitted a "Letter of Intent to Respond" to the RFP. |
| Business Goals | The compilation of successful statewide policies, procedures, and guidelines that have as their goal the improvement and standardization of the Child Support Program. |
| Business Partner (BP) | The firm awarded the Child Support Enforcement (CSE) contract following the evaluation and selection of CSE proposals submitted by qualified business partners. |
| Business Problem Statement | Refers to a defined business issue or situation that the statewide system must solve. |
| Business Requirements | The set of required functional and technical capabilities of the system. Requirements may be derived or based upon interpretation of stated requirements to assist in providing a common understanding of the desired operational characteristics of a system. |
| Business Rules | The rules that support the business processes affected agencies follow. |

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| California Child Support Automation System (CCSAS) | Term defining the automated statewide child support enforcement system that must be operated in all counties and will include a Statewide Disbursement Unit (SDU), a State Case Registry (SCR), and other necessary databases and interfaces. |
| California Department of Child Support Services | The State department within the Health and Human Services Agency created by legislation to administer the child support program in California. The department, (formerly known as the Office of Child Support) was separated from the California Department of Social Services, January 1, 2000. Department of Child Support Services is designated as the State agency responsible for all child support enforcement in California. |
| Cancel | The activity for making a check non negotiable when the physical check is not available. |
| Case | 1) A noncustodial parent, whether mother, father, or alleged father, a custodial party, and a dependent child or children. The custodial party may be one of child's parents, or other relative or caretaker including a foster parent. If both parents are absent and liable or potentially liable for the support of the child(ren), each parent is considered a separate case. 2) A collection of members associated with a particular child support order, court hearing, and/or request for IV-D services. Every child support case has a unique case identification (ID) number and, in addition to names and identifying information about its members, includes information such as custodial party and non-custodial parent wage data, court order details, and non-custodial parent payment history. |

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| CCSAS Project | An information technology effort and a services acquisition mandated by California law to procure, develop, implement, and maintain a single statewide automated system as executed by the Department of Child Support Services and Franchise Tax Board organizations. |
| CCSAS Project Charter | Agreement among the Project Owner, Project Agent, and the Secretary of Health and Human Services Agency providing guiding principles for the CCSAS Project. The Charter identifies individuals affected by the project, defines project goals, scope, and establishes the project governance structure. |
| CCSAS Project Staff | Staff of the Franchise Tax Board (FTB) and Department of Child Support Services (DCSS) who participate on or support the CCSAS Project. |
| Certifiable | CCSAS is essentially complete, meets the system requirements, and is expected to achieve Administration for Children and Families certification (including Personal Responsibility and Work Opportunity Reconciliation Act) because it meets specific federal requirements. All that remains is for the system to be implemented statewide. |
| CFR | See Code of Federal Regulations. |
| Change Management | The process of preparing staff and customers for impending changes to systems and services. |
| Child Support | The legal obligation of parents to provide financial support for their minor children, enforceable in both civil and criminal contexts. Child support can be entered into voluntarily or ordered by a court or properly empowered administrative agency. Child support includes medical support and interest on delinquent child support obligations. |

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| Child Support Program (CSP) | The program administered by the Department of Child Support Services, in cooperation with Local Child Support Agencies to locate parents, establish, enforce and modify child support orders, and collect and distribute child support. |
| Classification | The process by which information is identified as to its level of sensitivity and importance to the department. |
| Code of Federal Regulations (CFR) | The annual accumulation of federal executive agency regulations published in the daily Federal Register, combined with regulations issued previously that are still in effect. |
| Collection(s) | Child Support payments received by the State Disbursement Unit (SDU) or Local Child The amount of support payment received from a noncustodial parent, or other person, agency or employer on behalf of an obligor who is ordered by the court to pay support on behalf of the children, spouse or family. |
| Commerce Channel | The methods and infrastructure that enables and supports the exchange of monies. |
| Compensation Model | A descriptive model of a method used to determine the basis and timing of payments made to the Service Provider for contract services. |
| Confidential Discussion(s) | Individual discussions held between CCSAS Project staff and a Qualified Business Partner to increase understanding of the business requirements and the qualified business partner's proposed solution. These discussions occur after receipt of draft proposals from the Qualified Business Partners and continue until the Final Proposals are submitted. |

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| Confidential Information | Information maintained by state agencies that is exempt from disclosure under the provisions of the California Public Records Act (Government Code, Sections 6250-6265) or other applicable state or federal laws. Examples of confidential information might include names; addresses; social security numbers; financial information including income, deductions, credits, federal or state tax returns, debt collection information for child support, and/or court fees; personnel records; and criminal offender record information, including attorney-client information/work product. |
| Conform | To act in accordance with the rules. |
| Consistency | The degree of uniformity, standardization, and freedom from contradiction among the documents or parts of a system or component. |
| Contract | This contract or Service Agreement, by whatever name known or in whatever format used. The terms "contract", "Service Agreement" and "Agreement" may be used interchangeably. |
| Contract Deliverable List | A set of contract deliverable description forms that represents all contractually required deliverables. |
| Contract Deliverables | Documents to be produced by the Service Provider required to be delivered to the State by this contract, described on the Contract Deliverable List. |
| Contractor | See Service Provider |
| Custodial Party | The party having primary physical custody of the child or children. May be a parent, relative, or other caretaker including foster parent or group home. |
| Customer | A recipient of Child Support Enforcement (CSE) services. |
| Data Element | The individual data component. |

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| Data Validation | The process by which individual and related fields are edited for accuracy. |
| Database | A shared collection of logically related data (and a description of this data), designed to meet the information needs of an organization. |
| Date of Collection by the State Disbursement Unit | The date of receipt of the payment by the State Disbursement Unit for determining entitlement and for commencing the timeframes for disbursement. |
| Deliverables | Any measurable, tangible, verifiable outcome, result, or item that must be produced. |
| Department of Child Support Services | See California Department of Child Support Services |
| Disaster | A condition in which an information asset is unavailable, as a result of a natural or man-made occurrence, that is of sufficient duration to cause significant disruption in the accomplishment of agency program objectives, determined by agency management. |
| Disaster Recovery | The term used to describe procedures that provide a plan for duplicating computer operations after a catastrophe occurs, such as a fire or earthquake. It includes routine off-site backup as well as a procedure for activating necessary information systems in a new location. |
| Disaster Recovery Plan | A documented and tested plan for responding to an emergency. Also known as: the Business Continuity Plan, Business Contingency Plan, or Operational Recovery Plan. |
| Disbursement | The dispensing or paying out child support to a custodial party. |

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| Distribution | The application of monies to specific accounts to determine the appropriate disbursement of monies. Applying monies to specific debt types within a case via the approved Department of Child Support Services algorithm, after initial allocation (multiple case scenarios only) has been performed. |
| Draw-down (s) | An automatic withdrawal request for a specified amount from a posted bond or trust for child support obligation based on the payor's authorization information. The term "draw-down" is the action of doing the withdrawal of the payment from the posted bond or trust. |
| Duration | The number of work periods (not including holidays or other nonworking periods) required to complete an activity or other project element. |
| Efficiency | The degree to which a component performs its designated functions with minimum consumption of resources. |
| Emergency | An emergency is any unplanned event that can cause deaths or significant injuries to employees, customers or the public; or that can shut down the business, disrupt operations, cause physical or environmental damage, or threaten the facility's financial standing or public image. |
| Enforcement | The application of remedies to obtain payment of a child, spousal, or medical support obligation contained in a child and/or spousal support order. |
| Evaluation Team | The staff responsible for evaluating proposals submitted by bidders in response to the Request for Proposal. |
| External Entity | Agencies, financial institutions, employers, etc. outside the Department of Child Support Services (DCSS), that are stakeholders in the CCSAS Project. |

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| Federal Case Registry (FCR) | A national database of information on individuals in all IV-D cases, and all non IV-D orders entered or modified on or after October 1, 1998. The FCR receives this case information on a daily basis from the State Case Registry (SCR) located in every state, proactively matches it with previous submissions to the FCR and with employment information contained in the National Directory of New Hires (NDNH). Any successful matches are returned to the appropriate state(s) for processing. The FCR and the NDNH are both part of the expanded FPLS, which is maintained by OCSE. |
| Federal Certification Requirements | A set of automated system federal business requirements, which must be complied with by a state in order to receive enhanced funding and be eligible for certification that the automated system meets all criteria. |
| Franchise Tax Board (FTB) | The State of California income taxing authority designated as the Project Agent for the CCSAS Project. |
| Full Implementation | The point at which the system is fully deployed and all required system functionality is present. |
| Functionality | The degree which software satisfies functional requirements. |
| Generally Accepted Accounting Principles | A widely accepted set of rules, conventions, standards, and procedures for reporting financial information, as established by the Financial Accounting Standards Board. |
| Help Desk | Services to assist employers, CPs, and NCPs and other states to establish electronic payments and disbursement methods and respond to LCSA questions and problems. |

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| Implementation | The State Disbursement Unit implementation includes all activities related to the preparation. It involves the business activities related to the adoption of Department of Child Support Services policies and procedures. |
| Incident | Any event occurring during the execution of a system that requires investigation. |
| Information Security | The protection of automated information from unauthorized access (accidental or intentional), modification, destruction, or disclosure. |
| Informational System | The system or systems designed to support business analysis using accumulated amounts of the organization's operational data. |
| Infrastructure | The fundamental structure of the system. This structure is composed of the physical facilities used to transmit, store, process, and display voice, data, and images and includes an interconnection of computers and telecommunication networks, services, and applications. |
| Initial Implementation Phase | The initial implementation phase begins at contract start and ends at State acceptance of the SDU Operational Readiness Assessment and Review for Version 1, SOW IM3.30. |
| Integrity | A protection principle that keeps information from being modified or otherwise corrupted either maliciously or accidentally. Integrity is assured when data can be changed only in a specified and authorized manner. |
| Intercept | A method of securing child support by taking a portion of nonwage payments made to a noncustodial parent. Nonwage payments subject to incept include federal tax refunds, State tax refunds, unemployment benefits, and disability benefits. |

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| Interface | A shared boundary across which information is passed. |
| Internal Controls | Processes effected by management which are designed to provide reasonable assurance regarding achievement of objectives in the following categories: effectiveness and efficiency of operations; reliability of cash handling and financial reporting; and compliance with applicable laws, regulations, policies, standards, etc. |
| Internet | A global network connecting millions of computers. Unlike online services, which are centrally controlled, the Internet is decentralized by design. Each Internet computer, called a host, is independent. Its operators can choose which Internet services to make available to the global Internet community. |
| Interstate Date of Collection | The date of collection that is provided by another State Title IV-D Agency for the purposes of tracking the date of collection from the other state. |
| Invitation to Partner | A document released to the contracting community describing the qualifications for becoming a Qualified Business Partner for a particular procurement. |
| IV-A | Refers to the entitlement program authorized under Title IV-A of the Social Security Act covering the Federal-State Public Assistance Program. (See United States Code Service Section 601, et seq.) |
| IV-A Agency | In California the California Department of Social Services (CDSS) provides funding and regulatory direction to county welfare departments. See also: IV-A. |

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| IV-D | Refers to Part D of Title IV of the Social Security Act, which requires that each state create programs to locate noncustodial parents, establish paternity, establish and enforce child support obligations, and collect and distribute support payments. Title IV-D also established the Federal Office of Child Support Enforcement. (See United States Code Service Section 651 et seq.) |
| IV-D Agency | The single and separate organizational unit within the state government that has the responsibility for administering the child support program under Title IV-D. In California this is the Department of Child Support Services (DCSS). |
| Letter of Intent to Respond | Required notice from a business partner indicating that they: (1) plan to participate in the Invitation to Partner and/or (2) plan to participate in the procurement and want to receive a copy of the Request for Proposal. |
| Local Child Support Agency (LCSA) | The county office or department that has entered into a cooperative agreement with the California Department of Child Support Services to secure child, family, spousal and medical support, and determine paternity. The Local Child Support Agency is separate and independent from any other county department. |
| Local Payment Date | The date that the payment is received by the Local Child Support Agency for the purpose of tracking walk in payments. |
| Management Review | A meeting at which project status, issues, and risks are conveyed to the project managers. |
| Milestone | A significant event in the project, usually completion of a major deliverable. |

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| Misaddressed Payments | Opened payments and associated information such as correspondence and payment coupons which the SP determines after opening are payments that should not have been sent to the SDU. |
| Misdirected Payments | Unopened payment envelopes which have been delivered to the SDU but are addressed to another recipient. |
| Monitoring | The capture, analysis, and reporting of project performance data. |
| Natural disaster | Explosions, fire, flood, earthquake, and other acts of God. |
| Network | A communication system that allows a number of systems and devices to communicate with each other. |
| Network Address Translation (NAT) | An Internet standard that enables a local area network (LAN) to use one set of IP addresses for internal traffic and a second set of addresses for external traffic. A NAT box located where the LAN meets the Internet makes all necessary IP address translations. |
| Non Custodial Parent (NCP) | The legal parent (natural, adoptive or by legal ruling) who does not have primary care, custody, or control of the child and has a legal obligation to provide support. |
| Non IV-D | A child support case not enforced by a Local Child Support Agency. |
| Obligor | A person who is obliged to pay child support (also referred to as the non custodial parent or NCP). |
| Operations | The period of time in the system life cycle during which a software product is employed in its operational environment and monitored for satisfactory performance. |

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| Operations Management Plan | Identifies the methodology and procedures to manage operations and resources such as: job scheduling, fault/event management, configuration management, backup and recovery, and automated software distribution. |
| Other Jurisdiction | Any State or Country other than the State of California. |
| Owner | The Director of the Department of Child Support Services. |
| Partnering | A collaborative procurement approach used on the CCSAS Project where the state and private industry work together to solve business problems and achieve mutual goals. The approach strives to resolve issues by seeking win-win outcomes, sharing project risk, exchanging knowledge through material participation, and open communication. |
| Password | A confidential sequence of characters used to authenticate an individual's identity, usually during a logon process. |
| Payment Method | The medium used to receive/obtain a child support payment. Types of medium include cash, check, money order, EFT, credit card and wire transfers. |
| Payment Source | The person, enforcement method, or entity from which a support payment is received. |
| Payor | A person who makes a payment, usually non custodial parents or someone acting on their behalf, such as the non custodial parent's employer |

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| Performance Based Payments | The procurement model provides payment to the business partner only if and when the benefits are realized after implementation of the solution. This principle reduces up-front project funding issues, increases vendor commitment to success through their assumption of up-front project costs, and limits the state's financial liability for unworkable solutions. |
| Physical Security | The protection of information processing equipment from damage, destruction or theft; information processing facilities from damage, destruction or unauthorized entry; and personnel from potentially harmful situations. |
| Policy | High-level statement of the department's beliefs, goals, objectives, and the general means for their attainment for a specified subject area. |
| Privacy | The right of individuals and organizations to control the collection, storage, and dissemination of information about themselves. |
| Procedure | A course of action to be taken to perform a given task. |
| Process | A sequence of steps performed for a given task. |
| Proprietary Information | Computer programs, files, and data owned by a company or government agency. These programs need protection from disclosure by unauthorized persons. |
| Public Information | Any information prepared, owned, used, or retained by a state agency and not specifically exempt from the disclosure requirements of the California Public Records)(Government Code, Sections 6250-6255), or other applicable state or federal laws. |
| Qualification Testing | Testing conducted to determine whether a system or component is suitable for operational use. |

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| Qualified Business Partner (QBP) | The term for a firm that has been qualified for the Partner Pool as a result of the response to the Invitation to Partner process. |
| Quality Assurance (QA) | 1) A planned and systematic pattern of all actions necessary to provide adequate confidence that an item or product conforms to established technical requirements. 2) A set of activities designed to evaluate the process by which products are developed or manufactured. |
| Quality Control | 1) A set of activities designed to evaluate the quality of developed or manufactured products. 2) The process of verifying one's own work. |
| Recovery | The restoration of a system, program, database, or other system resource to a state in which it can perform required functions. Ref. IEEE-610.12-1990 |
| Request for Interest (RFI) | An advertisement which is published to inform contractors of the CCSAS Project's intent to establish a qualified partner pool for each procurement and to provide information regarding how contractors can notify FTB of their interest. |
| Request for Proposals (RFP) | The solicitation document prepared by CCSAS Project staff, which is provided to a pool of Qualified Business Partners. The RFP solicitation document states the requirements or specifications in a more general nature describing the problem to be solved or the goal to be achieved. |
| Requirement | A condition or capability that must be met or possessed by a system or system component to satisfy a contract, standard, specification, or other formally imposed documents. |
| Responsiveness | A Final Proposal that clearly meets the RFP requirements and conditions without material deviations. |

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| Returned Item | Any item that is not deliverable to the addressee at the address printed on the check. |
| Review | A process or meeting during which a work product, or a set of work products, is presented to project personnel, managers, users, customers, or other interested parties for comment or approval. |
| Risk | The likelihood or probability that a loss of information assets or breach of security will occur. |
| Risk Management | The art and science of identifying, analyzing, and responding to risk factors throughout the life cycle of a project and in the best interest of its objectives. |
| Security | Protection of information and information systems from unauthorized access. |
| Service Agreement | Means this Service Agreement or contract, by whatever name known or in whatever format used. The terms "contract", "Service Agreement" and "Agreement" may be used interchangeably. |
| Service Provider (SP) | The Business Entity with whom the State enters into this SDU contract. |
| Settlement Date | The date on which an exchange of funds with respect to an entry is reflected on the books of the Federal Reserve Bank(s). |
| Site (site-specific) | A specific location where CCSAS workstations are permanently installed and child support services are provided. |
| Software Qualification Tests | Testing of computer programs, procedures and possibly documentation and data to determine whether a system or component is suitable for operational use. |

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| Specification | A document that specifies, in a complete, precise, verifiable manner, the requirements, designing, behavior, or other characteristics of a system or component, and often the procedures for determining whether these provisions have been satisfied. |
| Stakeholders | Individuals and organizations that are involved in or may be affected by CCSAS Project activities. |
| Standard (s) | Mandatory statement of minimum requirements that support some part of a policy. |
| State Business Days | Monday through Friday excluding State holidays |
| State Case Registry (SCR) | A database maintained by each state that contains information on individuals in all IV-D cases and all non IV-D orders established or modified after October 1, 1998. Among the data included in the SCR is the state's numerical Federal Information Processing Standard (FIPS) code, the state's identification number (which must be unique to the case), the case type (IV-D vs. non IV-D), locate information on persons listed in the case, in addition to other information. Information submitted to the SCR is transmitted to the Federal Case Registry (FCR), where it is compared to cases submitted to the FCR by other states, as well as the employment data in the National Directory of New Hires (NDNH). Any matches found are returned to the appropriate states for processing. See also: Federal Case Registry. |
| State Controller's Office (SCO) | The State Controller's Office has statutory authority to superintend the fiscal concerns of the State and to audit disbursements of State funds and withhold payments for any claim until it has been audited in conformity with applicable laws, rules and regulations. |

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| State Disbursement Unit (SDU) | The Personal Responsibility and Work Opportunity Reconciliation Act of 1996 added a title IV-D State plan requirement under which the State plan must provide that, on or after October 1, 1998, the State agency will operate a State Disbursement Unit in accordance with Section 454B of the Act. Under Section 454B, the State disbursement unit must collect and disburse payment under support orders in all IV-D cases, and in non IV-D cases in which the support order is initially issued in the State on or after January 1, 1994, and in which the income of the noncustodial parent is subject to withholding. |
| Statements of Work (SOW) | Defines contractually required services or products, or constraints on those services or products. |
| Strategy | A long-term high-level plan that identifies broad business goals and provides a roadmap for their achievement. |
| Subsystems | Major functional areas of the system. |
| Supplier | See Bidder |
| System Integration | The process of combining software components, hardware components, or both into an overall system. Business integration involves unification of new and revised business functions to ensure integrity of Child Support Enforcement services. Full integration consists of both technical and business components that must be managed in tandem for a successful statewide system implementation. |
| Test | An activity in which a system or component is executed under specified conditions, the results are observed or recorded, and an evaluation is made of some aspect of the system and/or component. Ref. IEEE-610.12.1990 |

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| Test Case | A set of test inputs, execution conditions, and expected results developed for a particular objective. |
| Test Plan | A document that describes the scope, approach, resources, and schedule of intended test activities. Ref. IEEE-610.12.1990 |
| Third Parties | Organizations (typically governmental) who exchange case member and financial data with the Child Support Program. |
| Timely | When needed for business purpose(s). |
| Title IV-D | Reference to Title IV-D of the Social Security Act (42 USC 651 et seq.) which requires that each state create programs to locate noncustodial parents, establish paternity, establish and enforce child support obligations, and collect and distribute support payments. All recipients of public assistance (usually Temporary Assistance for Needy Families) are referred to their State's IV-D child support program. |
| Traceability | The degree to which a relationship can be established between two or more products of the development process, especially products having a predecessor, successor, or master-subordinate relationship to one another, for example, the degree to which the requirements and design of a given software component match. |

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| Transition | The movement from current child support systems to the new statewide system. Transition activities include the following: (1) Changes to the technical environment including infrastructure, system deployment of data, and application, and (2) changes to the business environment including new policies and procedures documentation, staff user training, change management, and customer outreach. These changes may be phased by function and/or county to support an orderly transition. |
| Transmission Audit | Which may be automated, consist of record counts, reconciliation of payment data, and status of file processing activities. |
| Two-Envelope Process | Solicitations for acquisition based on evaluation criteria other than the cost alone. All bidder's cost information must be submitted in a second envelope and kept sealed and under lock and key until evaluation of all criteria, other than cost, is completed and the results published. |
| Unidentified Collections | Payment received whose source and/or payee is not known. |
| User | An individual that has been granted access to a system or information. |
| Vendor | See Bidder |
| Wage Assignment | An action to transfer (or assign) portions of future wage payments to pay certain debts, such as child support. |
| Warrant | An order drawn by the Controller directing the Treasurer to pay a specified amount, from a specified fund, to the entity named. |

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| Welfare and Institutions Code | The section of California statutes dealing with the provision of public assistance, social services, child support, and other publicly funded benefits and services. Most child support laws moved to the Family Code January 2000. |
| Work Breakdown Structure (WBS) | The basis of an integrated planning, scheduling, controlling and reporting system. The WBS is a deliverable-oriented grouping of project tasks and activities that organizes and defines the total work scope of the project. Each descending level represents an increasingly detailed definition of the project work. |
| Working Days | See State Business Days |
| Workstation | A personal computer and its installed software. Term is used interchangeably with desktop. |